

June 19 , 2006

In this Message:

- [In the news](#)
- [State Office Move](#)
- [Recruiting for key leadership positions](#)
- [SILC Executive Director recruiting](#)
- [Time of Transitions](#)
- [Training on new CRP contracts and staff responsibilities](#)
- [Good News from Mental Health](#)
- [Current Compliance with Federal Standards and Indicators](#)
- [Recognizing your contributions](#)
- [Commitment to Customer Choice](#)
- [Coming Attractions](#)
- [Final Thoughts](#)

In the news:

A highly successful Career Exploration Day hosted at the Marriott Waterfront Hotel in Seattle was featured in the Seattle Post-Intelligencer newspaper in mid-May. This year's event was the result of the collaboration of Mercer St. VRC Sandy Tossini and colleagues at Mainstay, a career resource and supported employment program. Local students with disabilities had the opportunity to meet employers, learn about a variety of careers and had a great time doing it. Mainstay, the Marriott and DVR have since had numerous phone calls from all over the state requesting information and support to develop a similar activity. Here is a link to the story that is generating the interest.

http://seattlepi.nwsourc.com/paynter/270042_paynt15.html

State Office has now moved:

Our State Office has successfully completed our move. Our phone numbers remain the same. We are now located at 4565 7th Avenue SE in Lacey. We are pleased to be sharing the first floor of the building with the State Rehabilitation Council (WSRC), the State Independent Living Council (SILC) and the local Department of Services for the Blind office. We are planning an Open House in July and look forward to welcoming area staff, partners and community members to our new space.

Recruiting for key leadership positions:

We are moving forward with our recruitments to fill several key leadership positions and plan to have our restructuring complete by October 1. Please assist us in circulating the recruitment notices for the ***Field Services Administrator*** and three ***Area Manager*** positions. These are new positions that are being established to help move us forward and become a more dynamic and effective organization. The Field Services Administrator position will be located here in the State Office; the Area Manager positions will be located in Olympia, Seattle and Spokane for their respective geographic areas. Here are the links:

[Field Services Administrator](#) - closes ***July 6, 2006***

[Area Managers](#) - closes ***August 15, 2006***

SILC Executive Director recruitment:

The State Independent Living Council is seeking applicants for their open recruitment for the SILC Executive Director position. This key leadership position recommends and participates in the formulation of new policies and coordinates the staff, programs and activities of the Council. This recruitment closes August 4; here's the link:

<http://www.dop.wa.gov/JobSeekers/default.htm?JobPostingId=2027>

Time of Transitions:

As we move forward with our restructuring of DVR, I am pleased to announce that Don Kay has accepted a new position on our Senior Leadership Team. Effective June 1, Don is now serving as Special Assistant to the Director and will play a lead role in coordinating many of our strategic partnerships and initiatives. Until we have recruited and hired the new Field Services Administrator, Don will continue to serve as Field Services Chief for Area I.

Further staff transition updates will be provided next month as we establish the Planning & Program Evaluation Unit, begin the migration from two Areas to three, establish three permanent Benefits Planner positions, roll-out our WorkStrides initiative and welcome staff back into field services that have been serving as grant-funded Disability Program Navigators with local WorkSource Centers.

Training on new CRP contracts and staff responsibilities

DVR is hosting a series of trainings throughout the state during the month of June. The trainings provide an opportunity for local CRP (Community Rehabilitation Program) partners and DVR staff to review the new contract that goes into effect July 1. This is a part of our on-going commitment to increase our communication, share expectations and clarify roles and responsibilities. As we implement the new contracts, we will be developing reports of

outcomes to help DVR counselors and clients make informed choices. The data will assist us in measuring the effectiveness of the new contracts.

If interested in attending the training or need more information, please contact your local DVR office. We welcome your participation!

Good News from Mental Health:

At DVR's request, the Mental Health Division (MHD) has changed their waiver definition of supported employment so that individuals on our waiting list can receive Mental Health supported employment as a part of their mental health treatment. MHD has made this change in the RSN contract amendment that is effective July 1, 2006. Our thanks to Melodie Pazolt, Clearview Employment Services Program Manager with Columbia River Mental Health Center for bringing this issue to our attention and to the Mental Health Division for being so responsive.

Current Compliance with Federal Standards and Indicators:

This year, we've assisted 1,327 individuals achieve employment. We continue to meet Standard 1.1, (meet or exceed the number of outcomes achieved last year). Congratulations to customers, employers, staff and partners involved in making this happen!

The rehabilitation rate (percent of all plans that are successful) is now at 45.32%. We must reach 55.8% to pass this important standard. Please continue to share your ideas locally and with me on how we can make **positive** improvement to our rehabilitation rate with customers currently receiving services.

We currently have 13,484 individuals on the Order of Selection waiting list. Given the level of our current resources, we do not anticipate releasing any names from the waiting list until August or September.

Recognizing your contributions

From the 2006 Employee survey, we clearly heard that DVR staff understood how their work contributes to our mission. That's great! And yet, I am concerned that many of our staff do not feel that they are recognized for their contributions. I have asked Supervisors to convene discussions locally with DVR staff to identify how we could do a better job in recognizing the contributions that staff make. Please share your ideas and suggestions for how we can do a better job with this.

Let me take this opportunity to share what I say often: DVR staff work hard. They are committed to the success of our organization. They bring incredible skills, passion and dedication to their jobs everyday. It's not easy to work in an environment that changes, often as a result of a change in leadership. And yet, the change we are undertaking is positive and in the right direction. It's grounded in core values and sound rehabilitation principles. Our focus is on improving our practices and working together to achieve better outcomes for the individuals we serve.

Thanks to each of you for the work you are doing – it can and will make a difference.

Commitment to Customer Choice:

This is a good time to reiterate one of our core values – that we respect and value our customer's rights to informed choice. With our changes in business practices and exercising more prudent management of our resources, it is important that we do our work with the utmost integrity. Please actively share some of the effective strategies you are using that support and enhance informed choice. We will showcase some of these strategies in our upcoming in-service training sessions to be held in August in each of the Areas.

Coming Attractions:

- Be watching for more information on the in-service trainings in August
- The WSRC's customer satisfaction surveys will be "in the mail" by the end of June
- Fiscal and IT staff are working together to develop new tools that will be available by October 1 for staff to use locally to manage their resource allocations

Final Thoughts:

As always, I appreciate the work that you do and your passion for improving our services.

Thank you –

Lynnae Rutledge

Director, Washington Division of Vocational Rehabilitation

Email: ruttllm@dshs.wa.gov

Phone: (360) 725-3610

We would like to send this to you via email. If you haven't already added your name to our growing list, please contact my assistant Kathy Krulich at krulik@dshs.wa.gov with your email address.